

Client Hub - Pricing

Expected Return on Investment

The Client Hub costs approximately 1 penny per client per week and provides clients with access to 8 pieces of self serve information,

Currently, we estimate responding to a telephone call or email from a client takes between 5 and 10 minutes, meaning the real cost of responding to an email is between 68p and £1.36 this figure is based on the minimum wage with staff working flat out with no breaks and holidays, which does not reflect the real world.

Given the cost of the Client Hub is approximately 50 pence per client per annum means the system will save you time and money after it is used for the first time. Current information tells us that clients want to know:

- When lessons start, a minimum of three times a year
- Progress information, again three times a year minimum

and

- Change their contact details occasionally.
- Check they are on a waiting list occasionally.

So real-world usage actually starts with a minimum of 3 logins per annum and rises from there. Whilst this is very difficult to monetise the current work being done it does mean the system can easily save...

- 15 minutes of admin time per client per annum

Or

- £1.50 per support cost client per annum

The true figures will vary from organisation to organisation and are likely to be somewhat higher than those quoted above.

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Client Hub is offered as an optional bolt-on and, should you choose to take up the option, there are two payment options available;

1. You can purchase annual access, which means there'll be no other Client Hub invoices for 12 months, it's a great option if you are growing. Licences cost 50 pence* per client, per activity, per annum, and are paid in advance.

Alternatively, you can spread the cost.

2. You can pay for the system on a monthly basis based on usage. With this option the bolt-on costs 5 pence* per active client, per activity, per month, with the fee is collected by Direct Debit monthly in arrears. A minimum charge of £6 per month applies. (Equivalent to 100 licences)

Training is available for £70*

*All prices exclude VAT

Before the system can be used it needs to be configured, a process that can, in most circumstances, be completed in 15 – 30 minutes.

Please note. No clients are given access to the system until they are given the login URL, or, sent an email from the system, all of which you have total control over, so the system can not be accidentally activated.